UC Irvine
Western Journal of Emergency Medicine: Integrating Emergency Care with Population Health

Title

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Permalink

https://escholarship.org/uc/item/9xt25067

Journal

Western Journal of Emergency Medicine: Integrating Emergency Care with Population Health, 15(5.1)

ISSN

1936-900X

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Publication Date

2014

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Peer reviewed

96 A Proposal to Develop and Utilize Multi-Source Feedback Tools to Assess Competencies of Practicing Emergency Medicine Residents in the United States

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Multisource feedback (MSF), also referred to as 360 degree feedback, is a questionnaire-based feedback tool that gathers information on individual performance from a variety of perspectives. Widely used in human resource and industrial settings, MSF collects feedback not only from managers/supervisors but from all people within the individual's circle. This study will assess the reliability, validity, and feasibility of MSF in emergency medicine (EM) education in evaluating resident performance. There is increasing interest in ensuring that residents adequately demonstrate a wide range of competencies. We predict that MSF can fulfill this important need by providing a more holistic representation of resident competency.

This innovation seeks to provide feedback and guide performance in areas such as professionalism, empathy, and interpersonal skills.

Surveys with 26, 27, and 13 items were developed by consensus to assess EM residents by eight physicians, eight non-physicians (nurses, physician assistants, etc.) and 25 patients respectively, using a 5-point scale. Each resident selected the physician and non-physicians and completed a 30 item self-assessment. The items on each survey addressed competencies grouped under the domains of interpersonal skills, professionalism, practice-based learning and improvement, systems based practice, and patient care.

Preliminary on-going analysis used 46 residents. The mean number of physician, non-physician, and patient evaluators per subject was 6.5, 6, and 12 respectively. Cronbach's alpha was 0.96 for the physician survey, 0.98 for the non-physician survey, 0.94 for the patient survey, and 0.98 for the self survey, suggesting very high reliability of all surveys- internal consistency. Physicians, non-physicians, and residents gave highest ratings for Professionalism and lowest ratings for Systems Based Practice. The patients rated the residents highest on Interpersonal Skills and lowest in Practice Based Learning.